

## Policy 7.01 Implementation Plan and Progress Report

Timeframe: July 1, 2015 through June 30, 2016

Updated March 23, 2015

**Division: Child Support**

**Region/Office: Tacoma Division of Child Support (DCS) Tribe(s): Puyallup**

Plan and Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to OIP) of each year.

Implementation Plan				Progress Report
1. Policy Identification: Case Referrals				
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Correct identification of NCP & CP cases to be referred to Puyallup Tribal Child Support Program (PTCSP).	Ongoing review and joint determination of all cases will be made regarding whether or not it is appropriate to refer cases to PTCSP.	All appropriate cases will be referred.	State: Deidre Finley Tribal: Kim Reynon-Spisak, Kaylena Satiacum	Referral process is on-going. DCS will continue to train staff on appropriate identification and handling of tribal cases
<b>Enrollment Verification</b> Referrals involving CP Puyallup Tribal members will be reviewed on a case-by-case basis.	Deidre Finley will send needed case info to Kim Reynon-Spisak with a "cc" to Kaylena Satiacum to review to see if PTCSP wants to take the case.			
Identify Non-tribal member cases where NCP only works for Tribal enterprise.	These will continue to be reviewed for referral. Deidre Finley will e-mail Kaylena Satiacum with a "cc" to Kim Reynon-Spisak to request verification of tribal employment.	Appropriate cases will be referred.	State: Deidre Finley Tribe: Kaylena Satiacum,	This process is ongoing; cases are reviewed for referral if NCP is working for Puyallup Tribe or Tribal enterprise.
Cases referred timely and efficiently	DCS and PTCSP case managers will work together to identify essential criteria for case referrals and streamline referral process to ensure timely referral of cases.	Cases referred to PTCSP within 30 days of determination that PTCSP should receive case.	State: Charlene Greer, Deidre Finley Tribe: Kim Reynon-Spisak	Progress is improving. Deidre Finley met PTCSP case managers in January and February to review current referral process and discuss areas for improvement.
Case count and reconciliation	DCS and PTCSP will reconcile case count based on SQ list or data extract and tribal case inventory.	PTCSP has all appropriate tribal cases.	State: Charlene Greer Tribe: Kim Reynon-Spisak	Upon request, DCS will provide PTCSP with a list of all cases referred to PTCSP.

2. Policy Identification: Technology				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	
To locate parties of Tribal Child Support cases in the most expedient manner possible.	<p>Tacoma FO tribal liaisons will look at ways to assist PTCSP with locate services through DCS Central Services.</p> <p>Tacoma FO Tribal Liaisons will provide information regarding ESD wage and UC information as needed.</p>	Enhanced SEMS Web access including access to AH, BI, DI, DH, and IA screens to provide greater flexibility for PTCSP to complete case actions.	<p>State: SEMS-HQ, Andrew Chin</p> <p>Tribe: Kim Reynon-Spisak</p>	Tribal IV-D programs denied access to BI (basic individual) and IA (individual address) screens. An alternative to this information is the tribal IV-D programs ability to access QUICK. QUICK is a real-time, web based information sharing tool that is used between IV-D agencies.
<p>Ability to allow multiple tribes with SEMS Web agreements to view the same case in SEMS when multiple tribal jurisdictions have an interest.</p> <p>Tribes asked for SEMS access to <u>any</u> DCS case (if for 4D purposes), like their access to ACES &amp; FamLink).</p>	<p>Tacoma FO will advocate for SEMS upgrade to allow more than one tribe to have SEMS Web access on a case at the same time.</p> <p>Tribes will submit a request to the DCS Director, specifying the Business Need for any additional SEMS data</p>	PTCSP will be able to view all cases under their jurisdiction.	<p>State: TRT, SEMS-HQ, Policy-HQ, Andrew Chin</p> <p>Tribe: Kim Reynon-Spisak</p>	Tribal Access code was discussed at our 1/29/2015 quarterly 7.01 meeting. TRT was going to check with SEMS to see where we are at. Also, TRT had a conference call with other states (Wisconsin and Oklahoma) to get more information.

3. Policy Identification: Coding Tribal Cases Correctly				Progress Report
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
To properly code new cases that are open in SEMS with Tribal coding.	DCS and PTCSP will work to correctly identify Puyallup tribal members and make sure coding on the case is correct.  Charlene Greer will pull lists on a quarterly basis to identify cases that are coded with Puyallup tribal membership but not included in the Puyallup tribal caseload.	To reduce or eliminate the miscoding of Tribal members	State: Charlene Greer, Deidre Finley  Tribe: Kim Reynon-Spisak	PTCSP will notify DCS of any cases not set up correctly with the Tribal Access Code and/or where parties were not coded with the Puyallup Tribal membership code.
4. Policy Identification: Training Opportunities				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Sharing training opportunities	Keep both Tribal and State child support staff informed of each other's policies and procedures.  DCS and PTCSP will advise each other of ongoing training events.	Increased participation by both DCS and PTCSP staff in each other's training events.	State: Charlene Greer, Deidre Finley  Tribe: Kim Reynon-Spisak	State continues its policy of providing Government-to-Government Training for all Tribal Liaison personnel and for other positions that have contact with Tribes.  State continues to advise Tribe of upcoming training opportunities and applicable SEO Academy sessions.
PTCSP requested training on the QUICK program.	Develop Training that is beneficial to the Tribal Case managers	Share training resources and opportunities from DCS to Tribal Staff.	State: Charlene Greer, Chris Franks  Tribe: Kim Reynon-Spisak	Chris Franks will develop Quick Training by October 31, 2015.

5. Policy Identification: Communication & Problem Solving				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
On-site meetings with PTCSP and DCS representative Deidre Finley to communicate and problem solve on joint cases.	Deidre Finley will be available on-site at PTCSP to PTCSP staff with a laptop and SEMS connection as needed.	To communicate and problem solve on cases.	State: Deidre Finley, Tribe: Lynn Weible, Janice Lopeman and Mary Squally	Deidre Finley will meet with PTCSP case managers once a month.
Regular 7.01 Meetings will be held	A joint meeting between the DCS District Manager and the Tacoma DCS Tribal staff will be held quarterly with the Tribal Program Directors.	Meetings will be held	State Andrew Chin, Carol Fredricks, Charlene Greer, Deidre Finley, Laura Edmundson, Chris Franks  Office of Indian Policy: Loni Greninger  Tribe: Kim Reynon-Spisak	Meetings are held quarterly. PTCSP staff is rotated through the quarterly meetings so that all PTCSP staff has an opportunity to attend.
General Problem Resolution	DCS staff will be available to work through particular issues as requested.  Also, individual meetings with the DCS District Manager Andrew Chin, Tribal Team Legal Lead and Director Kim Reynon-Spisak will be held as requested.	Problems will be resolved quickly and efficiently.	State: Andrew Chin, Charlene Greer Tribe: Kim Reynon-Spisak	PTCSP will bring to SEO4 Tribal Liaison supervisor /DM or CLO4 any issues that need to be resolved.
Effectively working hard-to-collect cases where DCS does not have jurisdiction and collection remedies have been exhausted by the Tribe.	Line staff from both offices will discuss individual cases and their circumstances to best identify the most effective way to work the case.	Cases will continue to be worked utilizing the resources available to both DCS and the Tribe in a way that preserves the Tribe's jurisdiction and maximizes available collection remedies.	State: Charlene Greer, Deidre Finley  Tribe: Kim Reynon-Spisak	Process continues – no changes

6. Policy Identification: Hiring				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Inclusion of Tribal Staff in major DCS hiring decisions	DCS will invite Tribal Staff to participate in interview panels and/or consult on major hiring decisions in this office, particularly any that have direct impact on Tribal Team workload.	Increased relationship building through participation in key hiring decisions.	State: Andrew Chin, Charlene Greer  Tribe: Kim Reynon-Spisak	Puyallup Tribe continues to participate in interview panels and provide tribal aspect in hiring decisions that have a direct impact on the tribal team.
7. Policy Identification: Teambuilding				Progress Report
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
Building a stronger sense of teamwork between the DCS Tribal SEOs and Tribal Program Staff	Meetings, luncheons, and gatherings will be held whereby staff of the two programs can come together. DCS/PTCSP will look at more gatherings.	As appropriate, staff will be invited to each other's offices to participate in celebrations and team building luncheons.	State: Andrew Chin, Charlene Greer  Tribe: Kim Reynon-Spisak	Update: PTCSP / State both had staff retire. Each participated in retirement events.
Joint line-staff meetings between DCS Tribal Team and PTCSP Staff	Line staff from both offices will be encouraged to continue with open communication and relationship building.	Building rapport and strengthening relationships links through regular meetings.	State: Deidre Finley  Tribe: Lynn Weible	Line-staff meetings to continue monthly in addition to quarterly 7.01 meetings.

## Completed Historical Section

Date Completed	Goals/Objectives	Outcome	Date to Re-visit Issue
2014	Request Additional SEMS WEB screens	Allowed access to AH (all payment History) and DH (Distribution History) screens. Denied access to IA (individual Addr) and BI (Basic Individual) screens.	Revisit requesting access to IA and BI screens at a future date.
2015	Cases referred timely.	Cases need to be referred to PTCSP within 30 days of determination that the PTCSP should receive the case	Deidre Finley and the PTCSP Case Managers met in January and February to review current referral process and discuss areas for improvement.